

Model ID: OVATIONF415FC

## Edition Notes

The Ovation F-415FC User Manual includes a description, safety precautions, installation, programming, operation and maintenance instructions for the Ovation F-415FC.

## Trademarks

Chauvet, Chauvet Professional, the Chauvet logo, and Ovation are registered trademarks or trademarks of Chauvet \& Sons, LLC (d/b/a Chauvet and Chauvet Lighting) in the United States and other countries. Other company and product names and logos referred to herein may be trademarks of their respective companies.

## Copyright Notice

The works of authorship contained in this manual, including, but not limited to, all design, text and images are owned by Chauvet.
© Copyright 2021 Chauvet \& Sons, LLC. All rights reserved.
Electronically published by Chauvet in the United States of America.

## Manual Use

Chauvet authorizes its customers to download and print this manual for professional information purposes only. Chauvet expressly prohibits the usage, copy, storage, distribution, modification, or printing of this manual or its content for any other purpose without written consent from Chauvet.

## Document Printing

For best results, print this document in color, on letter size paper ( $8.5 \times 11 \mathrm{in}$ ), double-sided. If using A4 paper ( $210 \times 297 \mathrm{~mm}$ ), configure the printer to scale the content accordingly.

## Intended Audience

Any person installing, operating, and/or maintaining this product should completely read through the guide that shipped with the product, as well as this manual, before installing, operating, or maintaining this product.

## Disclaimer

Chauvet believes that the information contained in this manual is accurate in all respects. However, Chauvet assumes no responsibility and specifically disclaims any and all liability to any party for any loss, damage or disruption caused by any errors or omissions in this document, whether such errors or omissions result from negligence, accident or any other cause. Chauvet reserves the right to revise the content of this document without any obligation to notify any person or company of such revision, however, Chauvet has no obligation to make, and does not commit to make, any such revisions. Download the latest version from www.chauvetprofessional.com.

## Document Revision

This Ovation F-415FC User Manual is the $6^{\text {th }}$ edition of this document. Go to www.chauvetprofessional.com for the latest version.

## TABLE OF CONTENTS

1. Before You Begin ..... 1
What Is Included ..... 1
Claims ..... 1
Manual Conventions ..... 1
Symbols ..... 1
Safety Notes ..... 2
Personal Safety ..... 2
Mounting and Rigging ..... 2
Power and Wiring ..... 2
Operation ..... 2
Expected LED Lifespan ..... 2
2. Introduction ..... 3
Description ..... 3
Features ..... 3
Product Overview ..... 3
Product Dimensions ..... 4
3. Setup ..... 5
AC Power ..... 5
AC Plug ..... 5
Power Linking ..... 5
Fuse Replacement ..... 5
DMX Linking ..... 5
DMX Personalities ..... 5
Remote Device Management (RDM) ..... 5
Master/Slave Connectivity ..... 6
Mounting ..... 6
Orientation ..... 6
Rigging ..... 6
Procedure ..... 6
4. Operation ..... 7
Control Panel Operation ..... 7
Control Options ..... 7
Programming ..... 7
Configuration (DMX) ..... 7
DMX Personalities ..... 7
Starting Address ..... 7
Menu Map ..... 8
Virtual Color Wheel (VCW) ..... 11
Virtual Color Wheel Chart ..... 11
Color Temperature Chart ..... 11
DMX Values ..... 12
18Ch / 14Ch / 13Ch / 11Ch / 7Ch / 5Ch / 3Ch ..... 12
1Ch. ..... 13
HSV. ..... 13
Configuration (Standalone) ..... 13
Static Mode ..... 13
Auto Programs ..... 14
Zoom ..... 14
Master/Slave ..... 14
Dimmer Curve ..... 14
Dimmer Profiles ..... 15
White Balance ..... 15

LED Frequency ......................................................................................................... 15
Fan Mode
Back Light $\quad 15$
Back Light
15
System Information .................................................................................................... 15
Zoom Reset.
15
Factory Reset............................................................................................................ 15
5. Technical Information .................................................................... 16

Product Maintenance .................................................................................. 16
6. Technical Specifications ............................................................... 17

Returns................................................................................................ 18
Contact Us ........................................................................................ 19

## 1. Before You Begin

## What Is Included

- Ovation F-415FC
- Neutrik $^{\circledR}$ powerCON ${ }^{\circledR}$ power cord
- Gel frame holder ( $6.25 \mathrm{in} / 159 \mathrm{~mm}$ accessories)
- Quick Reference Guide


## Claims

Carefully unpack the product immediately and check the container to make sure all the parts are in the package and are in good condition.
If the box or the contents (the product and included accessories) appear damaged from shipping, or show signs of mishandling, notify the carrier immediately, not Chauvet. Failure to report damage to the carrier immediately may invalidate customer's claim. In addition, keep the box and contents for inspection. For other issues, such as missing components or parts, damage not related to shipping, or concealed damage, file a claim with Chauvet within 7 days of delivery.

## Manual Conventions

| Convention | Meaning |
| :---: | :--- |
| $\mathbf{1 - 5 1 2}$ | A range of values |
| $\mathbf{5 0 / 6 0}$ | A set of values of which only one can be chosen |
| <SET> | A button on the product's control panel |
| Settings | A product function or a menu option |
| Symbols |  |


| Symbol | Meaning |
| :--- | :--- |
| Electrical warning. Not following these instructions may cause electrical damage to the |  |
| product, accessories, or the user. |  |

## 2 The term "DMX" used throughout this manual refers to the USITT DMX512-A digital data transmission protocol.

## FCC Compliance

This device complies with Part 15 Part B of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference, and
2. This device must accept any interference received, including interference that may cause undesired operation.
Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

## Safety Notes

Read all the following safety notes before working with this product. These notes contain important information about the installation, usage, and maintenance of this product.


This product contains no user-serviceable parts. Any reference to servicing in this User Manual will only apply to properly trained, certified technicians. Do not open the housing or attempt any repairs.

All applicable local codes and regulations apply to proper installation of this product.

## Personal Safety

- Avoid direct eye exposure to the light source while the product is on.
- Always disconnect the product from the power source before cleaning or replacing the fuse.
- Always connect the product to a grounded circuit to avoid the risk of electrocution.
- Do not touch the product's housing when operating because it may be very hot.


## Mounting and Rigging

- This product is not intended for permanent installation.
- This product is for indoor use only! Do not operate this product outdoors or in any location where dust, excessive heat, water, or humidity may affect it (IP20).
- Do not leave any flammable material within 50 cm of this product while operating or connected to power.
- CAUTION: When transferring product from extreme temperature environments, (e.g., cold truck to warm, humid ballroom) condensation may form on the internal electronics of the product. To avoid causing a failure, allow product to fully acclimate to the surrounding environment before connecting it to power.
- Mount this product in a location with adequate ventilation, at least $20 \mathrm{in}(50 \mathrm{~cm})$ from adjacent surfaces.
- When hanging this product, always secure to a fastening device using a safety cable.
- Use only the hanging/mounting bracket to carry this product.


## Power and Wiring

- Ensure that the power cord is not crimped or damaged.
- Always ensure that the product is connected to proper voltage in accordance with the specifications in this manual or on the product's specification label.
- Make sure to replace the fuse with another of the same type and rating.
- Never connect the product to a dimmer pack or rheostat.
- Never disconnect this product by pulling or tugging on the power cable.


## Operation

- Do not operate this product if there is damage on the housing, lenses, or cables. Have the damaged parts replaced by an authorized technician at once.
- Do not cover the ventilation slots when operating to avoid internal overheating.
- The maximum ambient temperature is $113^{\circ} \mathrm{F}\left(45^{\circ} \mathrm{C}\right)$. Do not operate the product at higher temperatures.
- The minimum startup temperature is $-4^{\circ} \mathrm{F}\left(-20^{\circ} \mathrm{C}\right)$. Do not start the product at lower temperatures.
- The minimum ambient temperature is $-22^{\circ} \mathrm{F}\left(-30^{\circ} \mathrm{C}\right)$. Do not operate the product at lower temperatures.
- In the event of a serious operation problem, stop using this product immediately!


## Expected LED Lifespan

Over time, use and heat will gradually reduce LED brightness. Clustered LEDs produce more heat than single LEDs, contributing to shorter lifespans if always used at full intensity. The average LED lifespan is 40,000 to 50,000 hours. To extend LED lifespan, maintain proper ventilation around the product, and limit the overall intensity.

## 2. Introduction

## Description

The Ovation F-415FC is a RGBAL Fresnel-style LED system. It projects a bright, beautifully soft field of light, from subtle pastels to punchy saturates, and nearly any temperature of white. A motorized zoom with a $27^{\circ}$ to $68^{\circ}$ field of angle allows users to add light where it is needed. Control of the virtual color wheel, zoom, and output can be via DMX or on-board dials. It is also RDM-enabled to ease installation and offers adjustable PWM for flicker-free user on camera.

## Features

- Operating modes:
- 1-channel: dimmer
- 3-channel: dimmer, virtual color wheel, color temperature
- 5-channel: RGBAL control
- 7-channel: dimmer, RGBAL control, strobe
- 11-channel: 16-bit dimmer, RGBAL control, strobe, virtual color wheel, color temperature, zoom
- 13-channel: 16-bit dimmer, RGBAL control, strobe
- 14-channel: dimmer, RGBAL control, strobe, virtual color wheel, color temperature, auto programs, auto speed, control, zoom, motor reset
- 18-channel: 16-bit dimmer, 16-bit RGBAL, strobe, virtual color wheel, color temperature, zoom, motor reset, control
- HSV: hue, saturation, value
- Full-color LED (RGBAL) Fresnel-style lighting fixture for theater, film, and production
- Soft and even field of light
- Smooth, motorized zoom range from $14^{\circ}$ to $68^{\circ}$
- Beautiful 16 -bit dimming of master dimmer and individual colors
- Easy-to-use on-board control of color, zoom, and dimming
- Virtual color wheel with color matched to popular gel colors
- Color temperature presets from 2800 K to 6500 K
- RDM (remote device management) for added flexibility
- Adjustable PWM (pulse width modulation) to avoid flickering on camera
- Virtually silent operation for use in studio and theater applications


## Product Overview



## Product Dimensions



## 3. Setup

## AC Power

Each Ovation F-415FC has an auto-ranging power supply that works with an input voltage range of 100 to 240 VAC, $50 / 60 \mathrm{~Hz}$. To determine the power requirements for each Ovation F-415FC, refer to the label affixed to the product or to the Technical Specifications chart in this manual.
The listed current rating indicates the maximum current draw during normal operation. For more information, download Sizing Circuit Breakers from the Chauvet website: www.chauvetprofessional.com.


- Always connect the product to a protected circuit (a circuit breaker or fuse). Make sure the product has an appropriate electrical ground to avoid the risk of electrocution or fire.
- To eliminate unnecessary wear and improve its lifespan, during periods of non-use completely disconnect the product from power via breaker or by unplugging it.

Never connect the product to a rheostat (variable resistor) or dimmer circuit, even if the rheostat or dimmer channel serves only as a 0 to $100 \%$ switch.

AC Plug
The Ovation F-415FC comes with a power input cord terminated with a Neutrik® powerCON® connector on one end and an Edison plug on the other end (U.S. market). If the power input cord that came with the product has no plug, or if the plug needs to be changed, use the table below to wire the new plug.

| Connection | Wire (U.S.) | Wire (Europe) | Screw Color |
| :---: | :---: | :---: | :---: |
| AC Live | Black | Brown | Yellow or Brass |
| AC Neutral | White | Blue | Silver |
| AC Ground | Green/Yellow | Green/Yellow | Green |

## Power Linking

The product supports power linking. It is possible to power link up to 8 products at $100 \mathrm{~V}, 10$ products at 120 V , 18 products at $208 \mathrm{~V}, 20$ products at 230 V , or up to 21 products at 240 V . This product comes with a power input cord. Power-linking cables are available for purchase from Chauvet.

## Fuse Replacement

1. Disconnect this product from the power outlet.
2. Using a Phillips \#2 head screwdriver, unscrew the fuse holder cap from the housing.
3. Remove the blown fuse and replace with another fuse of the same type and rating (T 3.15 A, 250 V ).
4. Screw the fuse holder cap back in place and reconnect power.

A
Make sure to disconnect the product's power cord before replacing a blown fuse. Always replace the blown fuse with another of the same type and rating.

## DMX Linking

The Ovation F-415FC can be linked to a DMX controller using a 3- and 5-pin DMX connection. If using other DMX-compatible products with this product, it is possible to control each individually with a single DMX controller.

## DMX Personalities

The Ovation F-415FC uses a 3- and 5-pin DMX data connection for the HSV, 1Ch, 3Ch, 5Ch, 7Ch, 11Ch, 13Ch, 14Ch, and 18Ch DMX personalities.

- Refer to the Introduction for a brief description of each DMX personality.
- Refer to the Operation chapter to learn how to configure the Ovation F-415FC to work in these personalities.
- The DMX Values section provides detailed information regarding the DMX personalities.


For information about DMX standards, Master/Slave connectivity, or the DMX cables needed to link this product to a DMX controller, download the DMX Primer from the Chauvet website: www.chauvetprofessional.com.

## Remote Device Management (RDM)

Remote Device Management, or RDM, is a standard for allowing DMX-enabled devices to communicate bi-directionally along existing DMX cabling. Check with the manufacturer or the DMX controller's User Manual, as not all DMX controllers have this capability. The Ovation F-415FC supports RDM protocol that allows feedback to make changes to menu map options.

## Master/Slave Connectivity

The Master/Slave mode allows an Ovation F-415FC (the master) to control one or more Ovation F-415FC products (the slaves) without a DMX controller. One Ovation F-415FC becomes the master when running an auto or custom program, or in Static mode.
Each slave's control panel must be configured to operate in Slave mode. During Master/Slave operation, the slaves will operate in unison with the master.


DO NOT connect a DMX controller to products operating in Master/Slave mode. The DMX controller signals may interfere with the signals from the master.

- The Operation section of this manual provides detailed instructions on how to configure the master and slaves.
- For more information about DMX standards or the DMX cables needed to link this product to a DMX controller, download the DMX primer from the Chauvet website: www.chauvetprofessional.com.


## Mounting

Before mounting the product, read and follow the safety recommendations indicated in the Safety Notes. For Chauvet Professional line of mounting clamps, go to: http://trusst.com/products/.

## Orientation

Always mount this product in a safe position, ensuring that there is adequate room for ventilation, configuration, and maintenance.

## Rigging

Chauvet recommends using the following general guidelines when mounting this product:

- Before deciding on a location for the product, make sure there is easy access to the product for maintenance and programming purposes.
- Make sure that the structure onto which the product will be mounted can support the product's weight. See the Technical Specifications for weight information.
- When mounting the product overhead, always use a safety cable. Mount the product securely to a rigging point, whether an elevated platform or a truss.
- When rigging the product onto a truss, use a mounting clamp of appropriate weight capacity.
- When power linking multiple products, mount the products close enough for power-linking cables to reach.
- The bracket adjustment knobs allow for directional adjustment when aiming the product to the desired angle. Only loosen or tighten the bracket knobs manually. Using tools could damage the knobs.


## Procedure

The Ovation F-415FC comes with a double-bracketed yoke that can be used as a floor stand or to which mounting clamps can be attached for hanging. Mounting clamps must be purchased separately. Ensure that the clamps can support the weight of this product. Use at least one mounting point per product where necessary.
Mounting Diagram


## 4. Operation

## Control Panel Operation

| Button/Knob | Function |
| :---: | :--- |
| <MENU> | Exits from the current menu or function |
| <ENTER> | Enables the currently displayed menu or sets the currently selected value in to the current <br> function |
| <UP> | Navigates upward through the menu list or increases the numeric value when in a function |
| <DOWN> | Navigates downward through the menu list or decreases the numeric value when in a <br> function |
| <Color | Push twice, then turn to select the color temperature |
| <dimmer> | Push twice, then turn to increase or decrease the dimmer |
| <Zoom> | Push twice, then turn to increase or decrease the zoom |

## Control Options

Set the Ovation F-415FC starting address in the 001-512 DMX range. This enables control of up to 24 products in the 18-channel personality.

## Programming

Refer to the Menu Map to understand the menu options. The menu map shows the main level and a variable number of programming levels for each option.

- To go to the desired main level, press <MENU> repeatedly until the option shows on the display. Press <ENTER> to select. This will show the first programming level for that option.
- To select an option or value within the current programming level, press <UP> or <DOWN> until the option shows on the display. Press <ENTER> to select. This will show either the first option if there is another programming level, or the selected value.
- Press <MENU> repeatedly to exit to the previous main level.


## Configuration (DMX)

Use DMX configurations to operate the product with a DMX controller.

## DMX Personalities

This setting allows the user to choose a particular DMX personality.

1. Go to the DMX Channel main level.
2. Select the desired personality ( $\mathbf{1 C h}, \mathbf{3 C h}, \mathbf{5 C h}, \mathbf{7 C h}, \mathbf{1 1 C h}, \mathbf{1 3 C h}, 14 \mathrm{Ch}, \mathbf{1 8 C h}$, and HSV).

- See the Starting Address section for the highest starting address suggested for each personality.
- Make sure that the starting addresses on the various products do not overlap due to the new personality setting.


## Starting Address

In this mode, each product will respond to a unique starting address from the DMX controller. All products with the same starting address will respond in unison.

1. Go to the DMX Address main level.
2. Select Address.
3. Set the starting address (001-512).

The highest recommended starting address for each DMX mode is as follows:

| DMX Personality | DMX Address | DMX Personality | DMX Address |
| :---: | :---: | :---: | :---: |
| 1Ch | 512 | 11 Ch | 502 |
| 3Ch | 510 | 13 Ch | 500 |
| 5 Ch | 509 | 14 Ch | 499 |
| 7 Ch | 506 | 18 Ch | 495 |

## Menu Map

Refer to the Ovation F-415FC product page on www.chauvetprofessional.com for the latest menu map.

| Main Level | Programming Levels |  |  | Description |
| :---: | :---: | :---: | :---: | :---: |
| DMX Address | 001-512* |  |  | Selects DMX address (*highest channel restricted to personality chosen) |
| DMXChannel | 1Ch |  |  | 1-channel: dimmer |
|  | 3Ch |  |  | 3-channel: dimmer, virtual color wheel, color temperature |
|  | 5Ch |  |  | 5-channel: RGBAL |
|  | 7Ch |  |  | 7-channel: dimmer, RGBAL, strobe |
|  | 11Ch |  |  | 11-channel: 16-bit dimmer, RGBAL, virtual color wheel, color temperature, strobe, zoom |
|  | 13Ch |  |  | 13-channel: 16-bit dimmer, 16-bit RGBAL, strobe |
|  | 14Ch |  |  | 14-channel: dimmer, RGBAL, strobe, virtual color wheel, color temperature, auto show, auto speed, control, zoom, motor reset |
|  | 18Ch |  |  | 18-channel: 16-bit RGBAL and dimmer, strobe, virtual color wheel, color temperature, zoom, motor reset, control |
|  | HSV |  |  | 3 -channel: hue, saturation, value |
| Virtual Color Wheel | Virtual Color Wheel | C3050 - Md Yellow | $\begin{gathered} \text { Dimmer } \\ 0-255 \end{gathered}$ | Virtual Color Wheel simulates the output of each gel color. Refer to the Virtual Color Wheel Chart for specific values. |
|  |  | C3040-Lt Yellow |  |  |
|  |  | C3240-Amb Yellow |  |  |
|  |  | C2340 - VLt Amber |  |  |
|  |  | C2040-Lt Amber |  |  |
|  |  | C2050 - Md Amber |  |  |
|  |  | C2060-Dk Amber |  |  |
|  |  | C1050-Lt Red |  |  |
|  |  | C1080 - Md Red |  |  |
|  |  | C1020 - NC Pink |  |  |
|  |  | C1030 - Md Pink |  |  |
|  |  | C1630 - Dk Pink |  |  |
|  |  | C1250-Md Red Amber |  |  |
|  |  | C1060 - Dk Red Amber |  |  |
|  |  | C1650 - Magenta |  |  |
|  |  | C6170 - Dk Magenta |  |  |
|  |  | C6020-Lt Lavender |  |  |
|  |  | C5030-Lt Blue |  |  |
|  |  | C5020 - VLt Blue |  |  |
|  |  | C5430-Lt Blue 2 |  |  |
|  |  | C5070-Blue |  |  |
|  |  | C5050 - Md Blue |  |  |
|  |  | C5060 - Dk Blue |  |  |
|  |  | C5690 - Indigo |  |  |
|  |  | C5080 - VDk Blue |  |  |
|  |  | C5081-VDk Blue 2 |  |  |
|  |  | C4370-Yel Green |  |  |


| Main Level | Programming Levels |  |  | Description |
| :---: | :---: | :---: | :---: | :---: |
| Virtual Color Wheel(cont.) | Virtual Color Wheel (cont.) | C4070 - Green | $\underset{0-255}{\text { Dimmer }}$ | Virtual Color Wheel simulates the output of each gel color. Refer to the Virtual Color Wheel Chart for specific values. |
|  |  | C4550 - Turquoise |  |  |
|  |  | C4560 - Aqua |  |  |
|  |  | C4570 - Blue Green |  |  |
|  | Color Temperature | 2800K | $\underset{0-255}{\text { Dimmer }}$ | Preset white color temperatures. Emulates a tungsten lamp at the specified color temperature. Refer to the Color Temperature Chart for specific values. |
|  |  | 3000K |  |  |
|  |  | 3200K |  |  |
|  |  | 3500K |  |  |
|  |  | 4000K |  |  |
|  |  | 4500K |  |  |
|  |  | 5000K |  |  |
|  |  | 5600K |  |  |
|  |  | 6000K |  |  |
|  |  | 6500K |  |  |
|  | Manual Color Mixer | Red | 0-255 | Combines red, green, blue, amber, and lime to make a custom color (0-100\%) |
|  |  | Green |  |  |
|  |  | Blue |  |  |
|  |  | Amber |  |  |
|  |  | Lime |  |  |
|  | Color X- <br> Fade <br> Speed | Off |  | Turns off the fade transition between colors |
|  |  | X-Fade Speed 1 |  | Creates fade transition between colors when using colors in the Virtual Color Wheel or Color Temperature chart, from fast (X-Fade Speed 1) to slow (X-Fade Speed 4) |
|  |  | X-Fade Speed 2 |  |  |
|  |  | X-Fade Speed 3 |  |  |
|  |  | X-Fade Speed 4 |  |  |
| Auto Show | Auto 1- | -5 1-100 |  | Selects automatic programs and auto program speed |
| Zoom | 0-255 |  |  | Controls zoom |
| Red Shift | On |  |  | Mimics halogen lamp dimming |
|  | Off |  |  |  |
| Master/ Slave | Master |  |  | Receives DMX signal from the DMX controller (master) |
|  | Slave |  |  | Receives DMX signal from the master unit |
| Dimmer Curve | S-Curve |  |  | Sets the dimmer curve |
|  | Linear |  |  |  |
|  | Square |  |  |  |
|  | Inverse Square |  |  |  |
| Dimmer Mode | Off |  |  | Linear dimmer |
|  | Dimmer 1-3 |  |  | Dimming curves, from fast (Dimmer 1) to slow (Dimmer 3) |
| White Balance | Manual | Off |  | Uses factory default white setting |
|  |  | Red | 125-255 | Sets red LED maximum value |
|  |  | Green |  | Sets green LED maximum value |
|  |  | Blue |  | Sets blue LED maximum value |
|  |  | Amber |  | Sets amber LED maximum value |
|  |  | Lime |  | Sets lime LED maximum value |


| Main Level | Programming Levels |  | Description |
| :---: | :---: | :---: | :---: |
| LED <br> Frequency | 600Hz |  | Sets the PWM output frequency |
|  | 1200Hz |  |  |
|  | 2000Hz |  |  |
|  | 4000 Hz |  |  |
|  | 6000 Hz |  |  |
|  | 25KHz |  |  |
| Fan Mode | Auto |  | Sets the fan to auto mode |
|  | On |  | Sets the fan to always on |
|  | Off |  | Sets the fan to always off |
|  | Silent |  | Sets the fan to silent |
| Back Light | 10S |  | Turns off display backlight after 10 seconds of inactivity |
|  | 30S |  | Turns off display backlight after 30 seconds of inactivity |
|  | 2Min |  | Turns off display backlight after 2 minutes of inactivity |
|  | Always On |  | Display backlight always on |
| Information | Fixture Hours | - - _ ${ }^{\text {H }}$ | Shows total hours the product has been powered on |
|  | LED Hours | H | Shows total LED hours |
|  | Version | V_.- | Shows current firmware version |
|  | UID |  | Shows product UID |
| Reset | No |  | Keeps zoom in last position when powered on |
| Zoom w/ Power | Yes |  | Resets the zoom to home position when powered on |
| Factory Reset | No |  | Resets the product to factory default settings |

WARNING: When operating in Fan Mode: Off, the fixture will become hotter to the touch than when using other fan modes. Use proper protective equipment to prevent burns. Keep a safe distance from flammable objects.

When operating in Fan Mode: Off, output of the fixture will be reduced and will not reach the same levels as when using other fan modes.

## Virtual Color Wheel (VCW)

The Ovation F-415FC includes a feature called the Virtual Color Wheel (VCW). It is available as a standalone control mode and as a control channel in select DMX personalities. More than 30 premixed colors, custom blended by Chauvet engineers, are available to call up for easier programming.
The DMX values used to mix these colors are provided below. The intensity of the product can be adjusted to more closely replicate industry-standard colors. A chart available at www.chauvetprofessional.com compares Chauvet's premixed colors with popular gel colors. This chart is for comparison purposes only, and is not an assertion that Chauvet's premixed colors match any of the gel colors listed.
Virtual Color Wheel Chart

| DMX Value | Display Readout | Red Value | Green | Blue | Amber | Lime |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| $000 \Leftrightarrow 005$ |  | 000 | 000 | 000 | 000 | 000 |
| $006 \Leftrightarrow 013$ | C3050 - Md Yellow | 233 | 163 | 020 | 123 | 255 |
| $014 \Leftrightarrow 021$ | C3040 - Lt Yellow | 224 | 158 | 047 | 255 | 231 |
| $022 \Leftrightarrow 028$ | C3240-Amb Yellow | 180 | 060 | 000 | 245 | 255 |
| $029 \Leftrightarrow 035$ | C2340 - VLt Amber | 245 | 107 | 081 | 255 | 213 |
| $036 \Leftrightarrow 043$ | C2040-Lt Amber | 230 | 130 | 062 | 255 | 155 |
| $044 \Leftrightarrow 051$ | C2050-Md Amber | 255 | 000 | 025 | 255 | 194 |
| $052 \Leftrightarrow 059$ | C2060 - Dk Amber | 255 | 000 | 024 | 255 | 150 |
| $060 \Leftrightarrow 067$ | C1050-Lt Red | 255 | 037 | 027 | 030 | 038 |
| $068 \Leftrightarrow 075$ | C1080-Md Red | 255 | 004 | 017 | 000 | 000 |
| $076 \Leftrightarrow 083$ | C1020-NC Pink | 238 | 135 | 129 | 255 | 255 |
| $084 \Leftrightarrow 091$ | C1030-Md Pink | 255 | 131 | 120 | 255 | 195 |
| $092 \Leftrightarrow 099$ | C1630-Dk Pink | 255 | 165 | 123 | 255 | 210 |
| $100 \Leftrightarrow 107$ | C1250-Md Red Amber | 255 | 000 | 041 | 195 | 055 |
| $108 \Leftrightarrow 115$ | C1060-Dk Red Amber | 255 | 000 | 045 | 120 | 030 |
| $116 \Leftrightarrow 121$ | C1650 - Magenta | 255 | 050 | 115 | 255 | 115 |
| $122 \Leftrightarrow 130$ | C6170-Dk Magenta | 255 | 035 | 117 | 000 | 000 |
| $131 \Leftrightarrow 138$ | C6020-Lt Lavender | 127 | 122 | 142 | 251 | 255 |
| $139 \Leftrightarrow 146$ | C5030-Lt Blue | 000 | 255 | 197 | 100 | 255 |
| $147 \Leftrightarrow 154$ | C5020 - VLt Blue | 158 | 255 | 189 | 000 | 255 |
| $155 \Leftrightarrow 162$ | C5430-Lt Blue 2 | 000 | 255 | 180 | 000 | 243 |
| $163 \Leftrightarrow 170$ | C5070 - Blue | 043 | 255 | 210 | 043 | 036 |
| $171 \Leftrightarrow 178$ | C5050 - Md Blue | 000 | 255 | 218 | 000 | 181 |
| $179 \Leftrightarrow 186$ | C5060 - Dk Blue | 000 | 210 | 206 | 000 | 118 |
| $187 \Leftrightarrow 194$ | C5690 - Indigo | 065 | 000 | 210 | 040 | 055 |
| $195 \Leftrightarrow 202$ | C5080 - VDk Blue | 000 | 203 | 230 | 000 | 040 |
| $203 \Leftrightarrow 210$ | C5081 - VDk Blue2 | 040 | 199 | 240 | 000 | 045 |
| $211 \Leftrightarrow 218$ | C4370-Yel Green | 027 | 255 | 028 | 016 | 104 |
| $219 \Leftrightarrow 226$ | C4070-Green | 049 | 255 | 055 | 120 | 090 |
| $227 \Leftrightarrow 234$ | C4550- Turquoise | 060 | 230 | 109 | 000 | 245 |
| $235 \Leftrightarrow 242$ | C4560 - Aqua | 020 | 240 | 126 | 036 | 255 |
| $243 \Leftrightarrow 250$ | C4570-Blue Green | 000 | 255 | 079 | 030 | 053 |
| $251 \Leftrightarrow 255$ | -- | 000 | 000 | 000 | 000 | 000 |

The colors above are simulated renditions of the color output produced compared with other similar incandescent products. Chauvet makes no guarantee of the color output accuracy.

## Color Temperature Chart

| DMX Value | Display Readout | Red Value | Green | Blue | Amber | Lime |
| :--- | :---: | :---: | :---: | :---: | :---: | :---: |
| $000 \Leftrightarrow 005$ | -- | 000 | 000 | 000 | 000 | 000 |
| $006 \Leftrightarrow 025$ | $\mathbf{2 8 0 0 K}$ | 198 | 065 | 056 | 220 | 230 |
| $026 \Leftrightarrow 050$ | $3000 K$ | 181 | 078 | 074 | 220 | 230 |
| $051 \Leftrightarrow 075$ | $3200 K$ | 165 | 092 | 093 | 220 | 230 |
| $076 \Leftrightarrow 100$ | $3500 K$ | 153 | 128 | 111 | 220 | 230 |
| $101 \Leftrightarrow 125$ | $4000 K$ | 127 | 128 | 163 | 220 | 230 |
| $126 \Leftrightarrow 150$ | $4500 K$ | 106 | 128 | 200 | 220 | 230 |
| $151 \Leftrightarrow 175$ | $5000 K$ | 092 | 128 | 230 | 220 | 230 |
| $176 \Leftrightarrow 200$ | $5600 K$ | 073 | 128 | 255 | 220 | 230 |
| $201 \Leftrightarrow 225$ | $6000 K$ | 048 | 128 | 255 | 220 | 230 |
| $226 \Leftrightarrow 250$ | $6500 K$ | 019 | 128 | 255 | 220 | 230 |
| $251 \Leftrightarrow 255$ | -- | 000 | 000 | 000 | 000 | 000 |

The color temperatures above are simulated renditions of the color output produced compared with a tungsten lamp at the specified color temperature. Chauvet makes no guarantee of the color output accuracy.

Operation
DMX Values
18Ch / 14Ch / 13Ch / 11Ch / 7Ch / 5Ch / 3Ch

| 3Ch | 5Ch | 7Ch | 11Ch | 13Ch | 14 Ch | 18Ch | Function | Value | Percent/Setting |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 1 | - | 1 | 1 | 1 | 1 | 1 | Dimmer | $000 \Leftrightarrow 255$ | 0-100\% |
| - | - | - | 2 | 2 | - | 2 | Dimmer fine | $000 \Leftrightarrow 255$ | 0-100\% |
| - | 1 | 2 | 3 | 3 | 2 | 3 | Red | $000 \Leftrightarrow 255$ | 0-100\% |
| - | - | - | - | 4 | - | 4 | Red fine | $000 \Leftrightarrow 255$ | 0-100\% |
| - | 2 | 3 | 4 | 5 | 3 | 5 | Green | $000 \Leftrightarrow 255$ | 0-100\% |
| - | - | - | - | 6 | - | 6 | Green fine | $000 \Leftrightarrow 255$ | 0-100\% |
| - | 3 | 4 | 5 | 7 | 4 | 7 | Blue | $000 \Leftrightarrow 255$ | 0-100\% |
| - | - | - | - | 8 | - | 8 | Blue fine | $000 \Leftrightarrow 255$ | 0-100\% |
| - | 4 | 5 | 6 | 9 | 5 | 9 | Amber | $000 \Leftrightarrow 255$ | 0-100\% |
| - | - | - | - | 10 | - | 10 | Amber fine | $000 \Leftrightarrow 255$ | 0-100\% |
| - | 5 | 6 | 7 | 11 | 6 | 11 | Lime | $000 \Leftrightarrow 255$ | 0-100\% |
| - | - | - | - | 12 | - | 12 | Lime fine | $000 \Leftrightarrow 255$ | 0-100\% |
| - | - | 7 | 8 | 13 | 7 | 13 | Strobe | $\begin{aligned} & 000 \Leftrightarrow 010 \\ & 011 \Leftrightarrow 255 \end{aligned}$ | No function Strobe, slow to fast |
| 2 | - | - | 9 | - | 8 | 14 | Virtual color wheel | $000 \Leftrightarrow 255$ | See the Virtual Color Wheel Chart |
| 3 | - | - | 10 | - | 9 | 15 | Color temperature | $000 \Leftrightarrow 255$ | See the Color Temperature Chart |
| - | - | - | - | - | 10 | - | Auto programs | $\begin{aligned} & 000 \Leftrightarrow 010 \\ & 011 \Leftrightarrow 060 \\ & 061 \Leftrightarrow 110 \\ & 111 \Leftrightarrow 160 \\ & 161 \Leftrightarrow 210 \\ & 211 \Leftrightarrow 255 \end{aligned}$ | No function <br> Auto program 1 <br> Auto program 2 <br> Auto program 3 <br> Auto program 4 <br> Auto program 5 |
| - | - | - | - | - | 11 | - | Auto speed | $000 \Leftrightarrow 255$ | Auto speed, slow to fast |
| - | - | - | 11 | - | - | 16 | Zoom | $000 \Leftrightarrow 255$ | Narrow to wide |
| - | - | - | - | - | - | 17 | Motor reset | $\begin{aligned} & 000 \Leftrightarrow 200 \\ & 201 \Leftrightarrow 220 \\ & 221 \Leftrightarrow 255 \end{aligned}$ | No function Motor reset No function |


| 3Ch | 5Ch | 7Ch | 11Ch | 13Ch | 14Ch | 18Ch | Function | Value | Percent/Setting |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| - | - | - | - | - | 12 | 18 | Control <br> (Hold for 3 seconds, then release) | $000 \Leftrightarrow 007$ | No function |
|  |  |  |  |  |  |  |  | $008 \Leftrightarrow 015$ | Dimmer reset |
|  |  |  |  |  |  |  |  | $016 \Leftrightarrow 023$ | Red shift on |
|  |  |  |  |  |  |  |  | $024 \Leftrightarrow 031$ | Red shift off |
|  |  |  |  |  |  |  |  | $032 \Leftrightarrow 039$ | Dimmer: S-Curve |
|  |  |  |  |  |  |  |  | $040 \Leftrightarrow 047$ | Dimmer: linear |
|  |  |  |  |  |  |  |  | $048 \Leftrightarrow 055$ | Dimmer: square |
|  |  |  |  |  |  |  |  | $056 \Leftrightarrow 063$ | Dimmer: inverse square |
|  |  |  |  |  |  |  |  | $064 \Leftrightarrow 071$ | Dimmer speed mode off |
|  |  |  |  |  |  |  |  | $072 \Leftrightarrow 079$ | Dimmer speed mode 1 |
|  |  |  |  |  |  |  |  | $080 \Leftrightarrow 087$ | Dimmer speed mode 2 |
|  |  |  |  |  |  |  |  | $088 \Leftrightarrow 095$ | Dimmer speed mode 3 |
|  |  |  |  |  |  |  |  | $096 \Leftrightarrow 103$ | Fan auto |
|  |  |  |  |  |  |  |  | $104 \Leftrightarrow 111$ | Fan on |
|  |  |  |  |  |  |  |  | $112 \Leftrightarrow 119$ | Fan off |
|  |  |  |  |  |  |  |  | $120 \Leftrightarrow 127$ | Fan silent |
|  |  |  |  |  |  |  |  | $128 \Leftrightarrow 135$ | X-Fade Speed: OFF |
|  |  |  |  |  |  |  |  | $136 \Leftrightarrow 143$ | X-Fade Speed: 1 (fastest) |
|  |  |  |  |  |  |  |  | $144 \Leftrightarrow 151$ | X-Fade Speed: 2 |
|  |  |  |  |  |  |  |  | $152 \Leftrightarrow 159$ | X-Fade Speed: 3 |
|  |  |  |  |  |  |  |  | $160 \Leftrightarrow 167$ | X-Fade Speed: 4 (slowest) |
|  |  |  |  |  |  |  |  | $168 \Leftrightarrow 225$ | No Function |
| - | - | - | - | - | 13 | - | Zoom | $000 \Leftrightarrow 255$ | Narrow to wide |
|  |  |  |  |  |  |  |  | $000 \Leftrightarrow 200$ | No function |
| - | - | - | - | - | 14 | - | Motor reset | $201 \Leftrightarrow 220$ | Motor reset |
|  |  |  |  |  |  |  |  | $221 \Leftrightarrow 255$ | No function |

1Ch

| Channel | Function | Value | Percent/Setting |
| :---: | :--- | :---: | :--- |
| 1 | Dimmer | $000 \Leftrightarrow 255$ | $0-100 \%$ (color set through menu) |

HSV

| Channel | Function | Value | Percent/Setting |
| :---: | :--- | :---: | :--- |
| $\mathbf{1}$ | Hue | $000 \Leftrightarrow 255$ | $0-100 \%$ |
| $\mathbf{2}$ | Saturation | $000 \Leftrightarrow 255$ | $0-100 \%$ |
| $\mathbf{3}$ | Value | $000 \Leftrightarrow 255$ | $0-100 \%$ |

## Configuration (Standalone)

Use standalone configuration to operate the product without a DMX controller.

## Static Mode

The Static mode allows for an unchanging color without a DMX controller.

## Virtual Color Wheel

1. Go to the Virtual Color Wheel main level.
2. Select Virtual Color Wheel.
3. Select the desired gel color (see Virtual Color Wheel Chart).
4. Select the desired output level (0-255).

PROFESSIONAL

## Color Temperature

To select a color temperature, do the following:

1. Go to the Virtual Color Wheel main level.
2. Select Color Temperature.
3. Select the desired color temperature (see Color Temperature Chart).
4. Select the desired output level (0-255).

## Manual Color Mixer

To do color mixing without a DMX controller, follow the instructions below:

1. Go to the Virtual Color Wheel main level.
2. Select Manual Color Mixer.
3. Select the color to edit (Red, Green, Blue, Amber, or Lime Green).
4. Select the desired output level for that color (0-255).
5. Repeat steps 3 and 4 until product outputs as desired.

## Color X-Fade Speed

The Color X-Fade Speed sets the cross-fade speed for Virtual Color Wheel options.

1. Go to the Virtual Color Wheel main level.
2. Select Color X-Fade Speed.
3. Select the desired cross-fade speed (Off, X-Fade Speed 1-4).

## Auto Programs

Auto programs allow for dynamic blinder effects without a DMX controller.

1. Go to Auto Show main level.
2. Select the desired auto program (Auto 1-5).
3. Select the desired speed (1-100).

## Zoom

This setting allows standalone control of the motorized zoom. To adjust, do the following:

1. Go to Zoom main level.
2. Select the desired output level (0-255).

## Master/Slave

The Master/Slave mode allows a group of Ovation F-415FC products (the slaves) to simultaneously duplicate the output of another Ovation F-415FC (the master) without a DMX controller.
To set each of the slaves:

1. Go to the Master/Slave main level
2. Select Slave.

To set the master:

1. Go to the Master/Slave main level
2. Select Master.
3. Select a static setting.


- The master is the one that runs a program whether in Auto or Static mode.
- Do not connect a DMX controller to the products configured for Master/Slave operation. The DMX controller may interfere with signals from the master.
- The master should be the first product in the daisy chain.


## Dimmer Curve

To set the dimmer curve, follow the instructions below:

1. Go to the Dimmer Curve main level.
2. Select the desired option (Linear, Square, I Squa, or SCurve).

## Dimmer Profiles

This setting determines how fast the output of the Ovation F-415FC changes when the output value is modified. It provides four different options to simulate the dimming curve of an incandescent lighting product. To select a specific dimmer profile, do the following:

1. Go to the Dimmer Mode main level.
2. Select a dimmer curve (Off, Dimmer 1, Dimmer 2, or Dimmer 3).
 Off: The output is proportional (linear) to the dimmer channel value.
Dimmer 1-3: The output follows the dimmer value based on the corresponding dimmer curve, Dimmer 1 being the fastest.

## White Balance

This setting determines the maximum output values for each color, which affects the appearance of a full output white.

1. Go to the White Balance main level.
2. Select Off (the product will use a default setting) or Manual.
3. For Manual mode, select the color value to edit (Red, Green, Blue, Amber, or Lime Green).
4. Set the maximum value for the selected color (125-255).
5. Repeat steps 3 and 4 until the product outputs as desired.

## LED Frequency

This option changes the Pulse Width Modulation (PWM) frequency of the LEDs on the
Ovation F-415FC. To do so, follow the instructions below:

1. Go to the LED Frequency main level.
2. Select PWM Frequency $(\mathbf{6 0 0 H z}, 1200 \mathrm{~Hz}, 2000 \mathrm{~Hz}, 4000 \mathrm{~Hz}, 6000 \mathrm{~Hz}$, or $\mathbf{2 5 K h z})$.

## Fan Mode

This setting determines how the fan speed on the Ovation F-415FC is set.

1. Go to the Fan Mode main level
2. Select Auto (fan speed will increase or decrease based on product temperature), Off (fan will stay off. Product output will decrease based on product temperature), Silent (fan will maintain a constant silent speed), or On (fan speed will always be at maximum).

NOTICE: When operating in Fan Mode: Off, the output of the fixture will be reduced and will not reach the same levels as when using other fan modes.

WARNING: When operating in Fan Mode: Off, the fixture will become hotter to the touch than when using other fan modes. Use proper protective equipment to prevent burns. Keep a safe distance from flammable objects.

## Back Light

This setting allows for selection of the amount of time the backlight on the Ovation F-415FC's display stays on after the last button is pressed on the control panel.

1. Go to the Back Light main level.
2. Select 10 S ( 10 seconds), 30 S ( 30 seconds), 2Min ( 2 minutes), or Always On (remains on).

## System Information

This option displays essential product information.

1. Go to the Information main level.
2. Select Fixture Hours, LED Hours, Version, or UID.

## Zoom Reset

This setting determines whether the zoom resets when power is applied to the Ovation F-415FC. To adjust, do the following:

1. Go to the Reset Zoom w/ Power main level.
2. Select No (zoom stays in last command position when power was removed) or Yes (zoom resets when power is applied to the product).

## Factory Reset

This option restores the Ovation F-415FC to factory default settings.

1. Go to the Factory Reset main level.
2. Select No or Yes.

## 5. Technical Information

## Product Maintenance

To maintain optimum performance and minimize wear, clean this product frequently. Usage and environment are contributing factors in determining the cleaning frequency.
Clean this product at least twice a month. Dust build-up reduces light output performance and can cause overheating. This can lead to reduced light source life and increased mechanical wear.
To clean the product:

1. Unplug the product from power.
2. Wait until the product is at room temperature.
3. Use a vacuum (or dry compressed air) and a soft brush to remove dust collected on the external vents.
4. Clean all transparent surfaces with a mild soap solution, ammonia-free glass cleaner, or isopropyl alcohol.
5. Apply the solution directly to a soft, lint-free cotton cloth or a lens-cleaning tissue.
6. Softly drag any dirt or grime to the outside of the transparent surface.
7. Gently polish the transparent surfaces until they are free of haze and lint.

Always dry the transparent surfaces carefully after cleaning them.

## 6. Technical Specifications

Dimensions and Weight

| Length | Width | Height | Weight |
| :---: | :---: | :---: | :---: |
| 15.80 in $(401.46 \mathrm{~mm})$ | 11.22 in $(285 \mathrm{~mm})$ | 9.51 in $(241.65 \mathrm{~mm})$ | $12 \mathrm{lb}(5.6 \mathrm{~kg})$ |

Note: Dimensions in inches rounded to the nearest hundredth.

## Power

| Power Supply Type |  | Range |  | Voltage Selection |  |
| :---: | :---: | :---: | :---: | :---: | :---: |
| Switching (internal) |  | 100 to 240 VAC, | $50 / 60 \mathrm{~Hz}$ | Auto-ranging |  |
| Parameter | $100 \mathrm{~V}, 60 \mathrm{~Hz}$ | $120 \mathrm{~V}, 60 \mathrm{~Hz}$ | 208 V, 60 Hz | $230 \mathrm{~V}, 50 \mathrm{~Hz}$ | 240 V, 50 Hz |
| Consumption | 132 W | 130 W | 127 W | 127 W | 126 W |
| Operating Current | 1.351 A | 1.101 A | 0.638 A | 0.585 A | 0.569 A |
| Power-linking current (products) | 12 A (8 products) | 12 A (10 products) | 12 A (18 products) | 12 A <br> (20 products) | 12 A (21 products) |
| Fuse | T3.15 A, 250 V | T3.15 A, 250 V | T3.15 A, 250 V | T3.15 A, 250 V | T3.15 A, 250 V |
| Power I/O |  | U.S./Canada |  | Worldwide |  |
| Power input connector |  | Neutrik® powe | CON® | Neutrik® powerCON® |  |
| Power output connector |  | Neutrik® powe | $\mathrm{CON®}$ | Neutrik® powerCON® |  |
| Power cord plug |  | Edison (U.S.) |  | Local plug |  |

## Light Source

| Type | Color | Quantity | Power | Current | Lifespan |
| :---: | :---: | :---: | :---: | :---: | :---: |
|  | Red | 10 |  |  |  |
|  | Green | 10 |  |  |  |
| LED | Blue | 6 | $3-5 \mathrm{~W}$ | 1 A | 50,000 hours |
|  | Amber | 8 |  |  |  |
|  | Lime green | 12 |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |

Photometrics

| Beam Angle | Field Angle | Zoom Range | Illuminance <br> $\left(27^{\circ}\right)$ $5 \mathbf{m}$ | Illuminance <br> $\left(68^{\circ}\right)$ $\mathbf{5 m}$ |
| :---: | :---: | :---: | :---: | :---: |
| $14^{\circ}$ to $43^{\circ}$ | $27^{\circ}$ to $68^{\circ}$ | $14^{\circ}$ to $68^{\circ}$ | 915 lux | 190 lux |

Thermal

| Maximum External Temperature | Cooling System |
| :---: | :---: |
| $113{ }^{\circ} \mathrm{F}\left(45^{\circ} \mathrm{C}\right)$ | Fan-assisted convection |
| DMX |  |
| I/O Connector | Channel Range |
| 3- and 5-pin XLR | 1, 3, 5, 7, 11, 13, 14, 18, and HSV |
| Ordering |  |
| Product Name | Item Code UPC Number |
| Ovation F-415FC | 03031482781462218300 |



## Returns

To get support or to return a product, contact:

- If you are located in the U.S., contact Chauvet World Headquarters.
- If you are located in the U.K. or Ireland, contact Chauvet Europe Ltd.
- If you are located in Benelux, contact Chauvet Europe BVBA.
- If you are located in France, contact Chauvet France.
- If you are located in Germany, contact Chauvet Germany.
- If you are located in Mexico, contact Chauvet Mexico.
- If you are located in any other country, DO NOT contact Chauvet. Instead, contact your local distributor. See www.chauvetprofessional.com for distributors outside the U.S., U.K., Ireland, Benelux, France, Germany, or Mexico.

SIf you are located outside the U.S., U.K., Ireland, Benelux, France, Germany, or Mexico, contact your distributor of record and follow their instructions on how to return Chauvet products to them. Visit our website www.chauvetprofessional.com for contact details.
Call the corresponding Chauvet Technical Support office and request a Return Merchandise Authorization (RMA) number before shipping the product. Be prepared to provide the model number, serial number, and a brief description of the cause for the return.
To submit a service request online, go to www.chauvetprofessional.com/service-request.
Send the merchandise prepaid, in its original box, and with its original packing and accessories. Chauvet will not issue call tags.
Clearly label the package with the RMA number. Chauvet will refuse any product returned without an RMA number.


Write the RMA number on a properly affixed label. DO NOT write the RMA number directly on the box.

Before sending the product, clearly write the following information on a piece of paper and place it inside the box:

- Your name
- Your address
- Your phone number
- RMA number
- A brief description of the problem

Be sure to pack the product properly. Any shipping damage resulting from inadequate packaging will be your responsibility. FedEx packing or double-boxing are recommended.

Chauvet reserves the right to use its own discretion to repair or replace returned product(s).

## Contact Us

| General Information | Technical Support |
| :---: | :---: |
| Chauvet World Headquarters |  |
| Address: 5200 NW 108th Ave. | Voice: (844) 393-7575 |
| Sunrise, FL 33351 | Fax: (954) 756-8015 |
| Voice: (954) 577-4455 | Email: chauvetcs@chauvetlighting.com |
| Fax: (954) 929-5560 |  |
| Toll Free: (800) 762-1084 | Website: www.chauvetprofessional.com |
| Chauvet U.K. |  |
| Address: Unit 1C | Email: UKtech@chauvetlighting.eu |
| Brookhill Road Industrial Estate |  |
| Pinxton, Nottingham, UK | Website: www.chauvetprofessional.eu |
| NG16 6NT |  |
| Voice: +44 (0) 1773511115 |  |
| Fax: +44 (0) 1773511110 |  |
| Chauvet Benelux |  |
| Address: Stokstraat 18 | Email: BNLtech@chauvetlighting.eu |
| 9770 Kruishoutem |  |
| Belgium | Website: www.chauvetprofessional.eu |
| Voice: +3293889397 |  |
| Chauvet France |  |
| Address: 3, Rue Ampère 91380 Chilly-Mazarin | Email: FRtech@chauvetlighting.fr |
| France | Website: www.chauvetprofessional.eu |
| Voice: +33 178853359 |  |
| Chauvet Germany |  |
| Address: Bruno-Bürgel-Str. 11 28759 Bremen | Email: DEtech@chauvetlighting.de |
| Germany | Website: www.chauvetprofessional.eu |
| Voice: +49 421626020 |  |
| Chauvet Mexico |  |
| Address: Av. de las Partidas 34-3B <br> (Entrance by Calle 2) | Email: servicio@chauvet.com.mx |
| Zona Industrial Lerma | Website: www.chauvetprofessional.mx |
| Lerma, Edo. de México, CP 52000 |  |
| Voice: +52 (728) 690-2010 |  |

Visit the applicable website above to verify our contact information and instructions to request support. Outside the U.S., U.K., Ireland, France, Germany, Benelux, or Mexico, contact the dealer of record.

